

MEMORANDUM

To: Town of Amherst

From: Liza Cohen and Jason Schrieber, Nelson\Nygaard

Date: September 22, 2016

Subject: Task Order Amendment 1 - Task 1: Downtown Parking Supply & Demand

Introduction

Nelson\Nygaard recently conducted a review of existing parking supply and demand in downtown Amherst. This effort includes a detailed parking inventory as well as parking utilization counts of public and private parking in the study area. The assessment reviews current parking supply and utilization, and compares observed parking conditions to expected parking demand based on adjacent land uses, including future land development scenarios. In addition, online surveys and stakeholder interviews were conducted to inform the assessment.

Existing Conditions Summary

- Within a ten-minute walk of the intersection of Pleasant Street and Amity Street, there
 are approximately 3,400 parking spaces. This includes all public and private parking
 (excluding small residential driveways of less than 5 spaces), which includes both on and
 off-street resources.
 - Of these spaces, nearly two-thirds (~2,400) are privately-owned or otherwise restricted to only some users.
 - Twelve percent (~400) of spaces are on-street permit-parking-only spaces during weekdays, but become public parking on weekends, which increases the accessible supply of public parking on weekends.
- The study area has about 1,500 unoccupied spaces (nearly half) at the busiest time
 of the week.
 - The peak accumulation occurs midday at around 1 p.m.
 - Not all unoccupied spaces are currently accessible by the general public.
 - On a typical weekday (Thursday) there are more than 1,500 empty spaces throughout all hours of the day.
 - On a typical weekend day (Saturday), there are also more than 1,500 empty spaces throughout the day.
 - Of all ~1,000 publicly-accessible spaces (including on- and off-street), about 450 spaces are empty at the busiest time on a weekday.
 - Of all ~400 on-street permit-parking-only spaces, about 175 are unused at the busiest times on a weekday.

Study Area

Downtown Amherst is a vibrant and historic town center with a mix of land uses, multiple transportation options, and a walkable environment. The Town's amenities, including excellent schools, shopping, and restaurants, make downtown Amherst the anchor of a desirable place to live, work, and visit. Amherst's success necessitates a balance between mobility needs and parking pressures among customers and visitors, employees and employers, residents and students.

Figure 1 Study Area



Reflecting this mixed-use walkable environment, the study area for this analysis reflects all parking accessible within about a ten-minute walk of the Amity Street and Pleasant Street intersection, with the exception of the core Amherst College campus. Shown in Figure 1, this area includes most major downtown parking generators, including Town Hall, housing, offices, shops, restaurants, bars, and other entertainment venues.

Downtown Parking Inventory

Key Findings

- There are 3,378 total parking spaces in the entire study area, with 2,395 off-street spaces and 983 on-street spaces
- Parking regulations vary by day. On weekdays:
 - 58% of spaces are privately-owned or otherwise restricted to only certain users
 - 30% of spaces are accessible for the general public to use
 - 12% of spaces are in permit-parking-only spots (mostly on-street)
- On weekends, all permit-parking-only spaces become available to the public. This
 boosts public supply by over one-third:
 - 59% of spaces are privately-owned or otherwise restricted to only certain users
 - 41% of spaces are accessible for the general public to use

Parking Supply

The Town of Amherst has a varied and robust parking supply. Within the study area there are over 3,000 parking spaces for both public and private use. As shown in Error! Not a valid bookmark self-reference., off-street parking makes up a majority of parking in Downtown Amherst. There are three general parking categories in Amherst:

- Public: Parking that is open to any member of the public, sometimes for a fee
- Restricted: Parking that is restricted to certain user groups, such as "customer only" parking or a residential parking lot
- Permit: Parking that is open to members of the public who have purchased a permit

Figure 2 Parking Inventory Summary

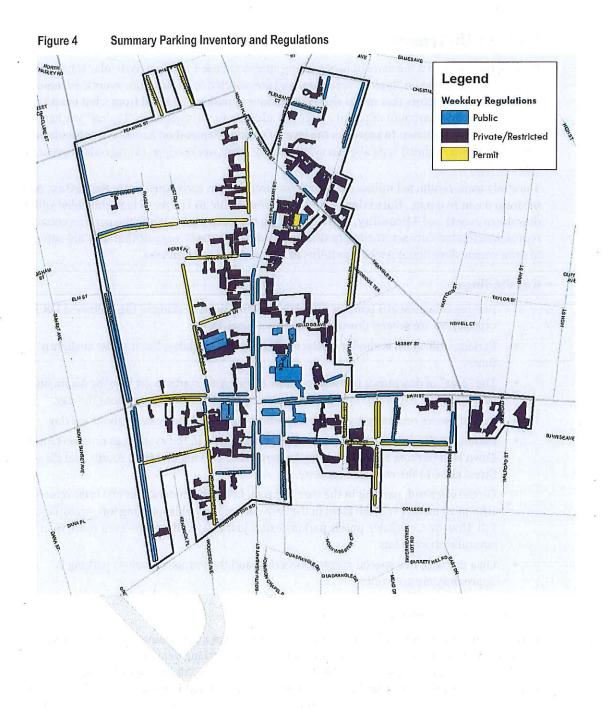
Parking Type	# of Spaces	% of Total	
Off Street	2,395	71%	
On Street	983	29%	
TOTAL	3,378	100%	
Regulation	# of Spaces	% of Total	
Weekday	F"	1	
Publicly Accessible (on- & off-street)	996	30%	
Private/Restricted	1,998	58%	
Permit (mostly on-street)	394	12%	
Weekend			
Publicly Accessible (on- & off-street)	1,390	41%	
Private/Restricted	1,998	59%	
TOTAL	3,378	100%	

Most of the off-street parking is restricted, while most on-street parking is public—though a substantial portion of it is permit-parking-only, depending on the day of the week. Figure 3 provides a detailed inventory with regulations.

Figure 3 Detailed Parking Inventory with Regulations

Off-Street Parking Facilities		On-Street Parking Facilities		
Regulation	Space Count	Regulation	Space Count	
Amherst College	177	ADA Parking	2	
Church	52	Lord Jeffrey Permit	18	
Commercial	486	Metered - 2 Hr	184	
Depot	37	Metered - 3 Hr	21	
Garage - 4 Hours	80	Metered - 5 Hr	50	
Hotel	8	Metered - 9 Hr	12	
Library	13	No Parking	0	
Lord Jeffrey	20	No Parking M-F 8-3	18	
Med/Dent/Vet/Office	151	No Parking M-F 8-5	20	
Metered - 2 Hours	196	Resident Only Permit Area 1	30	
Metered - 3 Hours	31	Resident Only Permit Area 2	25	
Metered - 4 Hours	18	Town Center Permit	323	
Metered - 8 Hours	70	Unregulated	280	
Metered - No Limit	12	Total On-Street	983	
Municipal	54		10	
Post Office	18			
Private	361			
Residential	547	FF-		
Town Center Permit	20	ь		
Under Construction	44			
Total Off-Street	2,395	ж . т		
GRAND TOTAL		3,378		

The availability of parking changes weekday to weekend. Figure 4 shows the inventory of parking in Downtown Amherst categorized by whether the spaces are public, restricted, or permit parking on weekdays only. Twelve-percent (~400) of total parking spaces in Downtown Amherst are permit parking on weekdays. These spaces become public spaces on weekends when permit regulations are not in effect. This increases the supply of public spaces from 30% (~1,000) of total spaces on weekdays to 41% (~1,400) of total spaces on weekends. Both sets of public spaces are mostly situated close to the core of downtown.



Parking Utilization

Parking utilization is a measure of how parking spaces are used within a particular timeframe. Counts are conducted on "typical" weekdays and are selected to avoid major events, adverse weather, or other factors that might skew the amount of parking demand from what would be considered a typical amount of parking need. In addition to the weekdays, "typical" weekend counts are also conducted to ascertain the level of parking demand on Saturdays or Sundays. Since downtown Amherst typically has events nearly every weekend, an average-sized event day was counted.

The study team conducted utilization counts on three days in early April 2016: **Saturday, April 9**th from 9 a.m. to 9 p.m., **Saturday, April 23**rd from 9 a.m. to 11 a.m. (which coincided with a downtown event) and **Thursday, April 28**th from 7 a.m. to 9 p.m. While the parking counts represent a limited data set, their very similar utilization patterns suggest that they are sufficient to draw conclusions about parking patterns in Amherst's downtown area.

Key Findings

- Parking is busiest at 1 p.m. on a weekday. At this time, parking in the Boltwood Lot is at capacity, as are several downtown on-street block faces.
- Parking utilization is similar on the weekend to the weekday, but it peaks at slightly later times.
- The "core" of downtown (closest to Amity & Pleasant) starts to get busy by 9 a.m. on weekdays and continues to experience concentrated demand throughout the day.
- Permit spaces on Amity are very busy; others have availability throughout the day.
- Parking in the downtown core increases substantially in the evening as on-street and Town Hall parking regulations end. In particular, parking on Main, Amity, and Pleasant Street close to the core is at capacity.
- On the weekend, parking in the core at 7 p.m. (after the meters shut off) is extremely busy with most on-street block faces in the core—as well as public parking lots—completely full. However, available public parking exists just beyond the core—even more so in several restricted lots.
- On a day with two special events (Soccerfest and the Farmers Market) parking is approximately 50% full.

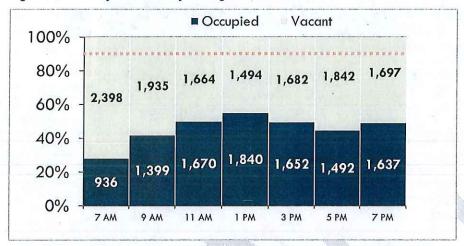
Availability Standards

Parking utilization counts tally how many cars are parked at a given time in the various on- and off-street areas, and are used as a measure of the general parking demand in an area. Industry standards indicate that a parking facility that is over 90-95% occupied is considered functionally full, which means that it will be difficult for a driver to find a parking space. The "ideal" parking availability per lot or block face is between 10-20%, meaning that the parking is well-used but there are still available spaces.

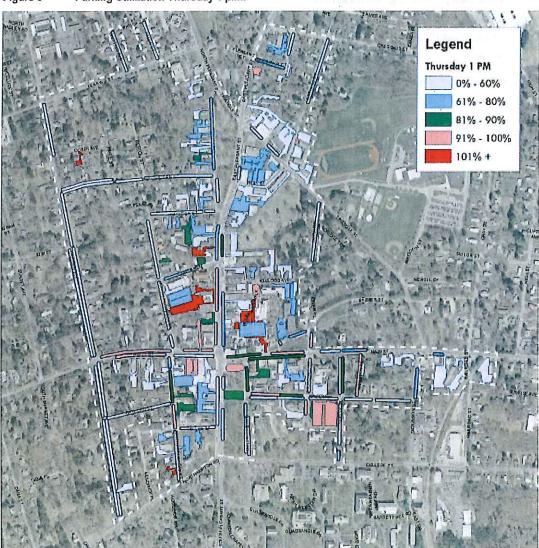
Weekday Parking Utilization

In Downtown Amherst, the highest levels of parking demand vary throughout the study area and throughout the day. Figure 5 shows how utilization changes throughout the day on a typical weekday.

Figure 5 Study Area Weekday Parking Utilization



This utilization data has also been entered into a Geographic Information System (GIS) database in order to make assessments of the spatial patterns of car parking activity within the study area. In the early morning, overall utilization is low, with the highest utilization rates in residential lots north of downtown. By 9 a.m., the downtown core spaces begin to fill up. At 11 a.m., permit spaces on Amity Street are also full. Figure 6 shows the utilization map from Thursday at 1 p.m. when the highest utilization rates were observed with over 55% of available spaces occupied within the study area. By 3 p.m., on-street parking in the downtown core is available again. At 5 p.m., even more on-street parking is available, but the City Hall lots fill up because parking restrictions end. At 7 p.m., utilization increases again as on-street parking regulations end and these desirable front-door spaces quickly fill (Figure 7).



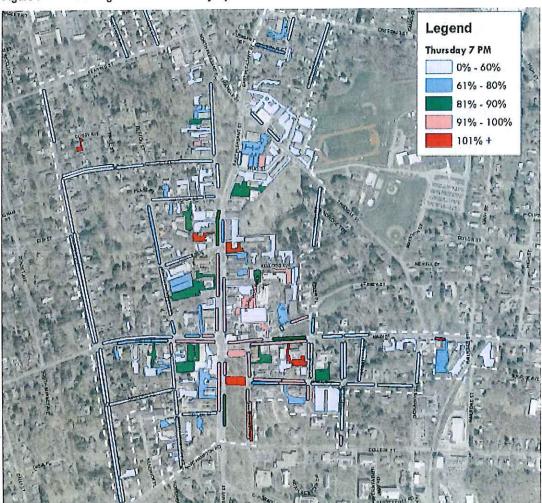


Figure 7 Parking Utilization Thursday 7 p.m.

The utilization maps indicate a pattern of increasing parking demand in parking facilities closer to the core of the downtown. In particular, there are noticeably higher demand rates for the on- and off-street parking facilities closest to Amity and Pleasant Streets. Given the concentration of restaurants and shops in this area, it is not surprising that people frequently park in this area. It is worth noting that many of the spaces in this area, including the Boltwood Garage, are public parking. On Thursdays at 1 p.m., the Boltwood Garage is busier, which is not the case throughout the rest of the day.

Lower utilization rates are commonly found in the parking areas on and north of Cowles Street, west of Prospect Street and east of Churchill Street. These areas have lower concentrations of shops and restaurants, particularly the further one moves away from Pleasant Street.

Lower utilization rates however are not limited to the above areas. The parking lots found in the downtown block formed by Amity, Prospect, Pleasant and Sellen Streets show fairly low utilization rates throughout the day, suggesting that either these areas have excess parking supply, or that regulations restrict usage. A full set of utilization maps for various times of day and weekends is included in Appendix A.

Weekday On-Street Permit Parking

Figure 8 shows how on-street permit parking utilization changes throughout the day on a typical weekday. On-street permit parking has a peak utilization of 55% at 11 a.m. and only slightly lower utilization at the overall study area peak of 1 p.m.

Occupied Vacant 100% 80% 191 202 216 261 260 259 60% 40% 217 203 192 178 20% 135 133 134 0% 7 AM 9 AM 11 AM 1 PM 3 PM 5 PM 7 PM

Figure 8 Study Area Weekday On-Street Permit Parking Utilization

Weekday On-Street Metered and Unregulated Parking

Figure 9 shows how on-street metered and unregulated parking utilization changes throughout the day on a typical weekday. On-street metered and unregulated parking has a peak utilization of 46% at 7 p.m. This is likely because meter enforcement ends at 6 p.m., at which point the downtown core metered spaces become attractive free parking.

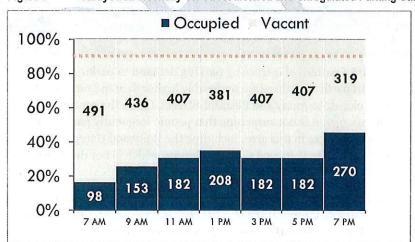


Figure 9 Study Area Weekday On-Street Metered and Unregulated Parking Utilization

AMHERST PARKING STUDY | Task 1 Findings

Town of Amherst

Weekday Public Off-Street Parking

Figure 10 shows how public off-street parking utilization changes throughout the day on a typical weekday. Public off-street parking has a peak utilization of 82% at 1 p.m., with a second peak only slightly lower at 7 p.m.. The first peak reflects the high parking demand in general at midday, while the second peak is partially explained by the end of parking restrictions after 5 p.m. in the City Hall parking lots.

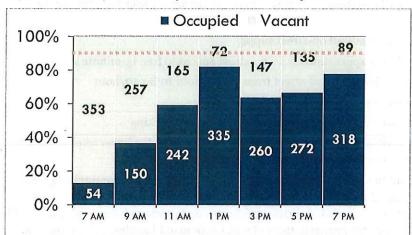


Figure 10 Study Area Weekday Public Off-Street Parking Utilization

Weekend Parking Utilization

Weekend parking utilization in Downtown Amherst has a similar overall pattern to parking utilization on weekdays, but with a greater focus on downtown parking facilities over those further from the downtown core. In addition, the weekend peak occurs in the evenings, rather than at midday like it does on the weekday. Figure 11 shows how utilization changes throughout the day on a typical weekend day.

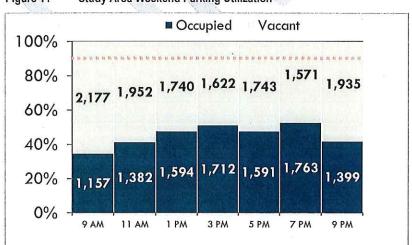


Figure 11 Study Area Weekend Parking Utilization

AMHERST PARKING STUDY | Task 1 Findings

Town of Amherst

2016 Comparison with 2008 PVPC Study

Since the 2008 PVPC Parking Study, there have been some significant changes in downtown Amherst that have impacted parking demand. These changes include:

- The Amherst Cinema reaching full operation
- Growth of the Jones Library
- New residential development

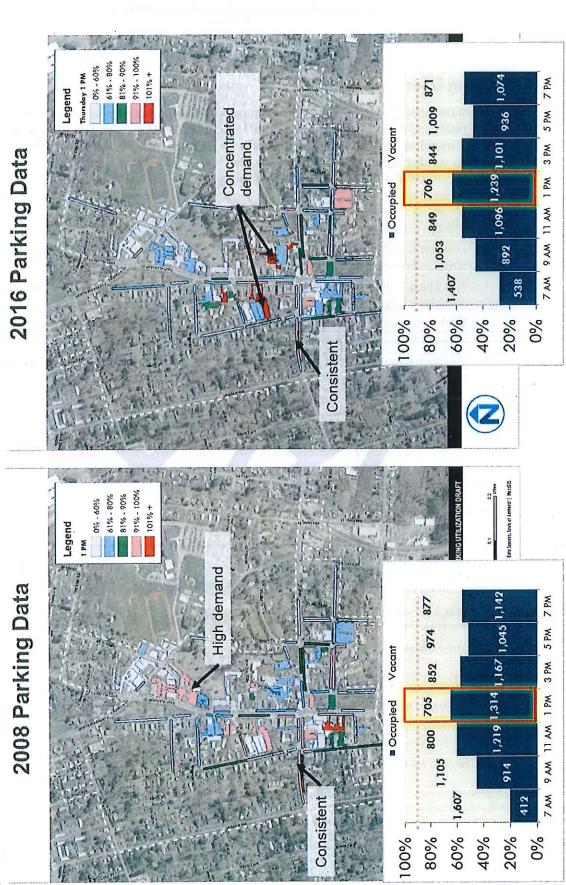
In addition, there have been significant regulatory changes since the last parking study in 2008, including:

- Reductions in overall on-street supply
- Conversion of approximately 10 on-street spaces to free 15-minute spaces
- Meter rates increased off-street from \$6.40/hour to \$0.50/hour
- Annual parking permits raised \$5 tó \$25/year
- Gaylord Street and Spring Street added to permit parking
- Permit parking now allowed in any metered space on the lower level of the Boltwood Garage and in the public lot next to the CVS Lot

Despite the changes in the downtown context and parking regulations, the parking peak is essentially unchanged from 2008 to 2016. In 2008, there were 705 vacant spaces in the study area at the midday peak while in 2016, 706 spaces were vacant at the midday peak. While the peak has not changed, the spatial pattern of parking demand has changed. Demand for parking in the parking lots along East Pleasant Street has declined while demand for the lots closer to Amity and Main Streets has increased substantially. This reflects a more concentrated downtown parking demand. On the other hand, permit parking along Amity Street has remained consistent (Figure 12).

¹ For this comparison, only the same geography was used, which is a subset of the 2016 data. The 2008 study covered a smaller study area.

Figure 12 2008 PVPC Data v. 2016



Parking User Survey

As part of the parking study, a parking user survey was administered from March 14 to June 6, 2016 to better understand the user experience of parking in downtown Amherst. The survey asked questions regarding why and how often people visit downtown Amherst, as well as their general experience parking in the area. The survey was used to determine how the downtown parking situation is perceived. Overall, the survey had about 150 responses from Amherst residents, employees, and visitors.

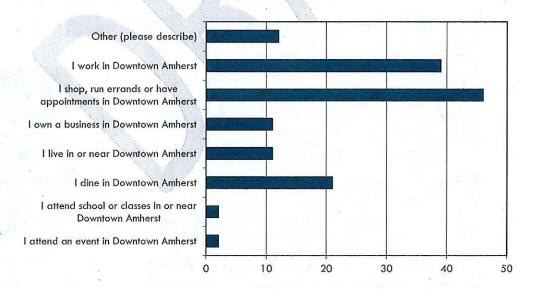
Key Findings

- Long-term parking is common in Downtown Amherst and generally found in private offstreet and permitted on-street spaces.
- Many people find parking close to their final destination, but it is more common among employees than customers.
- While a majority of respondents have at some point failed to find parking and left, most have only experienced this rarely or several times a year.
- The most important factors in selecting a parking space were the ease of finding a parking space and the location of the space in terms of proximity to a final destination.

Reason to Visit Downtown

The largest group of respondents to the survey (50%) were customers. These respondents stated they shop, run errands, have appointments, or dine in downtown Amherst. The second-largest group were employees (33%), including respondents that work in downtown Amherst and respondents that own a business there.

Figure 13 Reason to Visit Downtown



Type of Parking

Many respondents parked in downtown Amherst for more than four hours at a time (Figure 14). These long-term parkers generally used private lots and on-street parking, indicating that many are likely permit-holders. Public parking lots were much more popular than private parking lots for short-term parkers that parked for less than four hours.

Figure 14 Where Respondents Typically Park (Regulation)

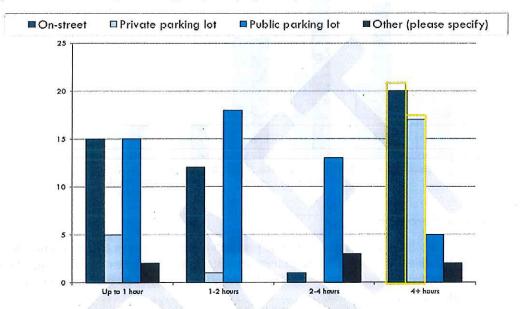


Figure 15 shows where respondents were able to park by user group. Notably, employees are generally more likely to find a spot within one block of their destination than customers. Many customers also succeed in finding a spot near to their destination, but some lose out to employee parking in choice locations adjacent to destinations.

25
20
15
10
Right in front Same block One block away away three blocks away away three blocks away

Figure 15 Where Respondents Typically Park (Location)

Parking Perceptions

When asked, "Have you ever failed to find parking and just left?" over half of respondents (57%) stated that they had. However, respondents were also asked how often they had failed to find parking and left. Figure 16 shows that this has happened rarely or several times a year for most respondents.

This matters because the perception of whether or not parking will be available when people travel to downtown Amherst is just as important as whether or not it will actually be there when they arrive. Although parking may not always be an issue, the days when it is an issue can leave a lasting impression on users.

Figure 16 Frequency that Respondents Cannot Find Parking

How Often Do You Fail to Find Parking?

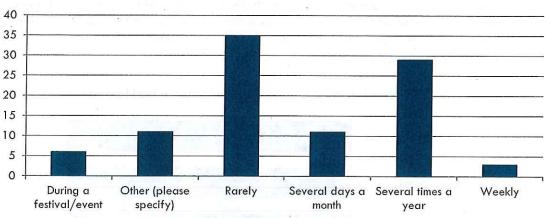
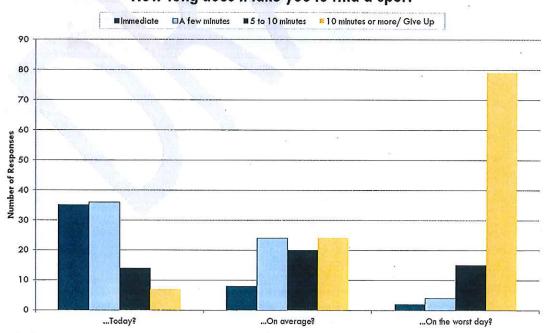


Figure 17 reinforces the importance of perception in how difficult people think it is to find parking. Most respondents felt that on average, finding parking was not immediate, and many indicated that it took over five minutes. However, when asked how long it took to find a spot today, the vast majority of respondents stated it took less than five minutes or that they found parking immediately. This discrepancy highlights the difference between how people perceive parking as opposed to their actual lived experience.

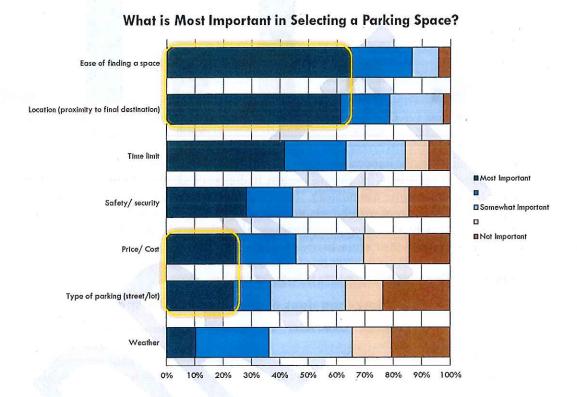
Figure 17 Time it Takes Respondents to Find a Parking Spot

How long does it take you to find a spot?



Respondents stated that the most important factors in selecting a parking space were the ease of finding a parking space and the location of the space in terms of proximity to their final destination (Figure 18). These were perceived to be the most important factors to nearly triple the number of respondents that said the same for the cost of the parking spot or type (as in on-street or parking lot). Interestingly, price was less of an issue than location and ease, indicating that users might be willing to pay more to park closer to destinations.

Figure 18 Parking Preferences



Existing and Future Demand Patterns

Use of downtown Amherst's existing parking assets is as important to understand today as it is for all that Amherst hopes to accomplish in its downtown in the future. Parking availability and travel choices underpin business and land development in downtown Amherst.

This analysis documents the ratios between the built environment, parking supply, and parking demand in order to determine how existing parking is used in downtown Amherst. This Amherst-specific parking demand ratio allows the team to model the demand for additional development in the future. For the Town, it also establishes a baseline for potential future adjustments to parking supply and regulations.

Key Findings

- The study area has nearly 400 more parking spaces overall than would be recommended by a traditional demand model that assumes every use needs its own dedicated parking.
- The shared parking demand model and actual observed data both show that the study area actually has a surplus of 1,200 spaces at peak demand.
- When run through the shared parking demand model, both an expected development scenario and a maximum development scenario show that future parking demand can be accommodated within existing facilities.

Parking Demand Modeling Methodology

To create a baseline of demand, the team used existing land use data from the Amherst GIS department, which was based on assessing data obtained in the Spring of 2016. The database included land uses at a parcel level in a GIS shapefile. The database included detailed information such as building square footage, use type, and use descriptions for all existing buildings in the study area (Figure 19).

Figure 19 Land Use in Downtown Amherst

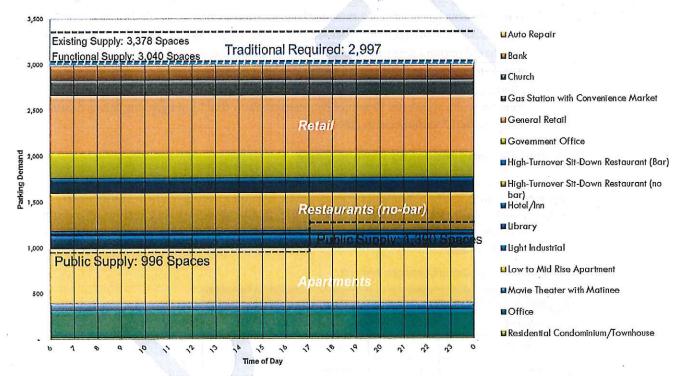
Land Use	Size	Units
Light Industrial	20,000	square feet
General Retail	212,000	square feet
Auto Repair	7,000	square feet
Gas Station	4	pumps
Hotel/inn	55	Rooms
Bank	38,000	square feet
Restaurant (no bar)	74,000	square feet
Restaurant (Bar)	13,000	square feet
Movie Theater	280	seats
Church	43,000	square feet
Library	48,000	square feet
Office	150,000	square feet

(continued on next page)

Government Office	65,000	square feet
Apartments	530	units
Condos	14	units

To determine parking demand for a development, a transportation analyst typically compares the size of the development with standardized parking generation rates related to the size of a given land use. The Institute of Transportation Engineers (ITE) produces a report titled *Parking Generation*, which is the current national standard in determining parking demand for a development.² For an area with multiple uses such as downtown Amherst, the typical approach would be to sum the total demand by use as shown in Figure 20, below.

Figure 20 Parking Demand According to Industry Standards



This typical approach assigns a dedicated parking supply to each use, which can result in parking being overbuilt. While it is the most robust available database of observed parking demand, ITE parking rates are often based on suburban or rural parking ratios, and their static application does not reflect the actual demand profile throughout the day in a mixed-use downtown area. In Amherst, Figure 20 shows that the study area nonetheless has nearly 400 more spaces overall than ITE would recommend, suggesting that Amherst supply programs and requirements are higher than even this traditional approach to demand would recommend.

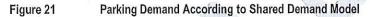
In reality throughout the day, different uses have different peak demands: for example, an office may have a high demand until 5 p.m., and a restaurant open for dinner may have a high demand

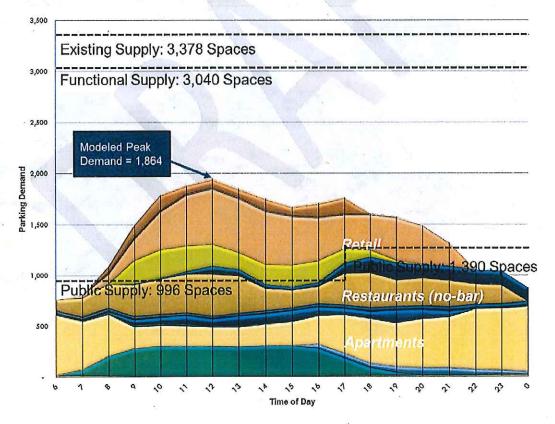
² ITE standards are based on parking demand studies submitted to ITE by a variety of parties, including public agencies, developers and consulting firms.

only after 5 p.m., indicating "staggered peaks" which can utilize the same parking supply as is typical in the Boltwood Garage and other Amherst facilities. Moreover, in mixed-use areas, customers and visitors can visit multiple destinations on foot and only park once. For each additional use someone walks to after parking, an additional parking space is not necessary. This concept is called "internal capture." In contrast, ITE standards suggest that all uses should have their own dedicated supply of parking, rather than allowing parking to be shared.

To more accurately model downtown parking activity, Nelson\Nygaard used an adapted land use model from the Urban Land Institute's (ULI) Shared Parking Manual (2nd Edition, 2005). Besides capturing the "staggered peaks" of demand from various uses by time of day, the model is tailored to include a parking demand reduction for using the same parking spaces at the same time for different land use activities, which is known as "internal capture."

Figure 21 shows the resulting curves for the study area when time of day and other contextual variables are considered. The model in this analysis assume that no more than 90% of the parking supply should be full. At 90%, parking feels functionally "full" as only one of every 10 spaces is available. In addition, this 10% reserve accounts for additional operational reserve as demand fluctuates day-to-day.

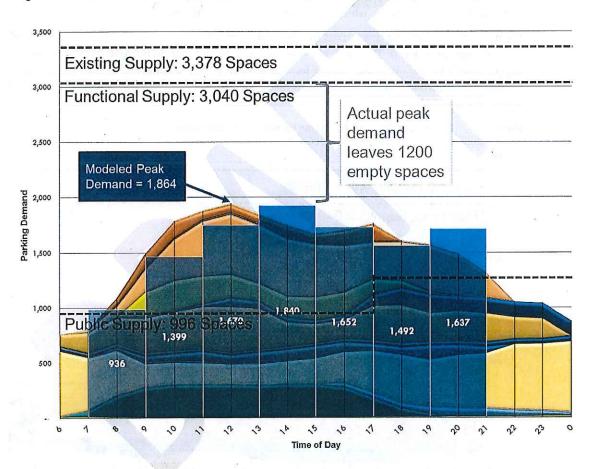




³ The ITE Parking Generation Manual actually recommends applying these reductions to its rates, but no detailed methodology is provided, resulting in frequent abuse of its data.

This model can be calibrated using the observed counts in the study area. First, the modeled demand is based on the factors described above, simulating the expected actual parking demand throughout the course of an average weekday in downtown Amherst. Parking utilization survey counts collected within the same activity area are then overlaid on top of the modeled demand curve, and that curve is adjusted based on observed demand patterns. Figure 22 shows that although typical demand based on national standards would peak around 12:00 p.m., the observed counts peaked later than that, at 1:00 p.m. on a weekday. However, the modeled peak and the observed peak are similar in scale, allowing the model to be used for reliable estimation of demand from future land uses.

Figure 22 Shared Demand Model versus Observed Demand



Future Parking Demand

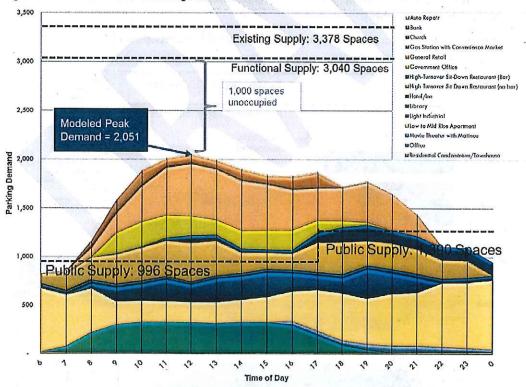
Using this model, the team is able to estimate demand from future land uses in downtown Amherst. Based on real development proposals provided by Town staff, the team estimated additional land use development for the area to add to the shared use parking model, shown in Figure 23.

Figure 23 Future Additional Land Use Development Scenario

Add'l Use	Size		
Cultural	20,000 sf		
Apartments	100 units		
Office	20,000 sf		
Retail	5,000 sf		

The modeled results for this scenario show that increased parking demand can likely be accommodated in existing parking spaces. The **estimated increased peak demand is nearly 200 vehicles**, which could be accommodated with existing public supply. Most likely, much of the new demand would be accommodated by new parking associated with the proposed developments.

Figure 24 Future Shared Parking Demand Model



The team also modeled a "maximum development" scenario with additional land use development to add to the shared use parking model, shown in Figure 25.

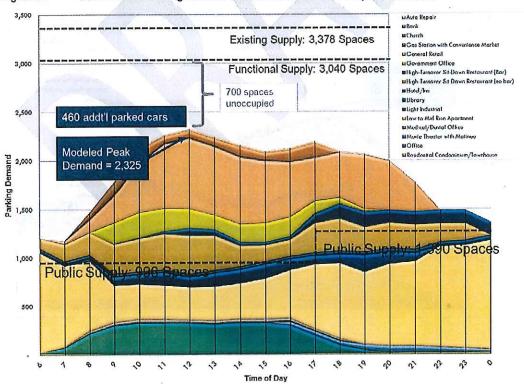
Figure 25 Maximum Future Additional Land Use Development Scenario

Add'l Use	Size		
Cultural	20,000 sf		
Apartments	465 units		
Office	20,000 sf		
Retail	80,000 sf		
Medical Office	15,000		

The modeled results for this scenario show that increased parking demand could still likely be accommodated in existing parking spaces. Using the calibrated parking model, the team estimated increased demand from the same additional land use development as the first scenario, but with the addition of 365 additional apartments, 75,000 additional square feet of retail space and 15,000 square feet of medical office space.

The estimated increased peak demand is 460 additional vehicles above today, which could be accommodated with existing supply. While some of that unoccupied supply may not currently be open to the public, it may be easy to share private parking (as happens today) without adding new supply.

Figure 26 Future Shared Parking Demand Model for Maximum Development Scenario



AMHERST PARKING STUDY | Task 1 Findings

Town of Amherst

Stakeholder Meetings

The study team met with stakeholders for "roundtable" discussions on Tuesday, June 28 in Town Hall. A complete stakeholder list can be found in Appendix B, but groups consisted of:

- Parking Working Group
- Business Owners/Representatives
- Town Staff
- Residents

The roundtable format encouraged discussion, and with the exception of the meeting with Town Staff, Town representatives were not present so that the team could encourage candid conversation. Generally, stakeholders expressed concerns along the following themes:

- Public Parking Lot behind CVS: Stakeholders noted that this lot is underutilized
 while the free CVS lot for customers only is quite full.
- Information: Participants noted that one-time users don't pay or are confused by the system, which they then remember as unwelcoming. Meanwhile, locals find it easy to park, but they know the system. In contrast, parking in similar towns such as Northampton is considered to be easy to understand.
- Changes in System vs. Demand: Although the parking system has not changed significantly in several years, the downtown has. For example, the change from retail to restaurant demand is believed to have driver higher parking use throughout the day.
- **Parking Perceptions:** Many see the Town using parking as a revenue source, rather than an economic development tool.
- Additional Parking Supply: The tension between locals and business owners, as indicated at the Parking Forums, persists. Locals are able to find parking, while business owners note that visitors cannot always find available spaces. For business owners, competition with other venues that have more available parking is a significant concern, as is providing easy and convenient access for customers.
- **Safety:** The garage is an issue because there is no constant security presence and there are some homeless people who stay in the stairwells.
- Student Overflow and Use of Resources: Some feel that students take advantage of downtown parking that is "free" or not enforced to then commute to campus by bus. Others questioned the use of parking funds for free student transit.
- Permit Parking: Generally, this is working well for enforcement and demand. Demand for long-term on-street parking seems to be concentrated on Seelye and Spring Streets.
- Pricing: Generally, tickets are cheap compared to permits, and this system might need to be revisited. However, there is concern that raising on-street rates would be poorly received.
- Downtown is Valuable: Although parking is free elsewhere (Route 9, etc.) the environment that downtown provides is unique and valuable, and this should be promoted.
- Development: A discussion of whether the Town should provide parking for properties
 or if those developers should provide financial support for parking.
- Farmers Market: Closing the lot for the Farmers Market is problematic for some business owners.

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